

## E-COMMERCE COORDINATOR

At Sew Magarbo, we blend creativity with technology to bring our curated fabrics and sewing supplies to a broader audience. We're seeking a dedicated E-Commerce Coordinator to manage and enhance our online sales channels, ensuring a seamless shopping experience for our customers.

### Key Responsibilities:

- Online Store Management:
  - Oversee and update product listings on our eBay, Amazon storefronts, and company website.
  - Ensure accurate product descriptions, pricing, and high-quality images.
- Order Fulfillment:
  - Process web orders promptly, coordinating with the inventory and shipping teams to ensure timely deliveries.
  - Monitor order statuses and address any issues that arise during fulfillment.
- Inventory Coordination:
  - Collaborate with the Inventory Specialist to maintain accurate stock levels across all online platforms.
  - Update product availability and manage out-of-stock notifications.
- Customer Service:
  - Respond to online customer inquiries, reviews, and feedback in a professional and timely manner.
  - Resolve issues related to orders, returns, and product information.
- Sales Analysis and Reporting:
  - Track and analyze online sales performance, generating reports to inform marketing and sales strategies.
  - Monitor key performance indicators (KPIs) and suggest improvements to boost online sales.
- Digital Marketing Support:
  - Assist in implementing SEO strategies to enhance product visibility.
  - Coordinate with the marketing team to execute online promotions and campaigns.

### Qualifications:

- Technical Skills:
  - Proficiency in managing e-commerce platforms such as eBay, Amazon, and Shopify.
  - Familiarity with inventory management systems and order processing software.
  - Basic knowledge of web content management systems (e.g., WordPress).
  - Understanding of SEO and digital marketing principles.
- Experience:
  - Previous experience in e-commerce operations, online retail, or a related field.
  - Experience with graphic design tools like Canva or Photoshop is a plus.
- Attributes:
  - Strong organizational and multitasking abilities.
  - Excellent written and verbal communication skills.
  - Detail-oriented with a focus on accuracy.
  - Ability to work independently and as part of a team.
  - Problem-solving skills and adaptability to changing priorities.

### Preferred Qualifications:

- Experience in the creative arts or sewing industry.
- Knowledge of shipping software and logistics coordination.
- Data analysis skills to interpret sales metrics and trends.

### What We Offer:

- Competitive salary based on experience and qualifications.
- Opportunities for professional development and training.
- A collaborative and creative work environment.
- Employee discounts on products and classes.

### How to Apply:

If you're passionate about e-commerce and eager to contribute to a dynamic creative arts studio, we'd love to hear from you! Please send your resume and a cover letter detailing your relevant experience to

[Precious@sewmagarbo.com](mailto:Precious@sewmagarbo.com)



sewing & creative arts studio